

CASE STUDY – TETRA PAK

BACKGROUND

Tetra Pak's mission was to adopt a new training method to project them into the digital age. Training is deployed for Technicians, Mechanics and Tetra Pak Customers as well. Past training was conducted via PowerPoint in the classroom, Hands-on training and on-the-field learning.

With Tetra Pak's mission, "Protect what's good", including keeping waste as sustainable as possible, **virtual interactive training** became a fit to reduce costs and waste within training.

The first deployment (*and focus group*) was for the Cap 30 Flex Applicator Machine for a customer in Estonia. They were resource constrained to send machine operators for off-site training involving 2-day production downtimes.

GOAL

Test and assess the virtual training tool at a customer site – on both operators and technicians.

This focus group was tasked to learn and interactively utilize the application as a real life training group.



The end goal was to determine if training could be deployed in this digital fashion to *various degrees of economic and educational backgrounds* while reducing time to train, increase retention and reduce the need for scheduling training, travel and machine downtime.

FOCUS Q&A

How easy was the training application to navigate?

- The participants found the application **easy to navigate after a couple of minutes of testing.**

Preferred to have taken the training on a computer? Was the time (2hrs) enough?

- 83% of participants had never used an iPad before. **iPad seems to be the preferred platform for this kind of training. Excitement and curiosity was apparent as they navigated through the application with little support or guidance.** A few participants finished after one hour.

How confident do you feel to operate the CAP30 on your own?

Good introduction to the machine and gave a good understanding of what the machine does and how it works.

CONCLUSION

"The concept of Virtual Training prior to hands-on training on a machine seems to be an effective, inspiring training method - that encouraged the participants to explore and understand the handling of the machine. Some were inspired by the score feedback in the practice lessons and repeated the lessons until the score was perfected" –Tetra Pak Training Instructors



Customer Snapshot

About

Tetra Pak, the largest food packaging company in the world, specializing in: packaging, filling and processing within the dairy, ice-cream, beverage, prepared food and cheese industries.

Founded: 1943

Location: HQ Sweden; worldwide

Employee #: 24,000 worldwide

Revenue: €11.9 Billion

Parent: Tetra Laval

Website: www.TetraPak.com

Individual Highlights

Training Time Reduction: **50%!**

Training Days (Before): 2

Training Days (After): 1

Hrs. Given on iPad: 2

Language: Estonian

Application Highlights

Lessons: 10

The Cap 30 Flex application included:

- Machine orientation
- Practice
- Quality Control
- Emergency Stops

Development Time: 5 months

Complexity: Medium